

Abstract

The invention comprises a communication network that includes a plurality of conforming emergency systems, a packet network, and an emergency services network. The emergency services network includes a plurality of response gateways and a plurality of emergency services.

5 Each of the conforming emergency systems facilitates the establishment of a media channel with one of the response gateways. In any one of the conforming emergency systems, responsive to establishing a media channel over the packet network with a response gateway and responsive to an emergency event (e.g., a 9-1-1 call, a 1-1-2 call, etc), the conforming emergency system transmits a retrieval key for the emergency event over the established media channel to the
10 response gateway. The response gateway transmits a query for information corresponding with the retrieval key. Responsive to receiving the information originating from the individual emergency services corresponding with the retrieval key, the response gateway transmits the information over the media channel to the conforming emergency system.